

## GENERAL INFORMATION

### PURPOSE

This manual is designed to help you in your preparation of reports for the California Public Employees' Retirement System.

### DESIGN

The manual is divided into six sections:

- Contract Coverage
- Membership
- Payroll Reporting
- Benefits
- CalPERS Programs
- Appendix

These sections cover the main areas of the System's operation. Subjects covered within each section are outlined in the Table of Contents.

### MANUAL COORDINATOR RESPONSIBILITIES

Use the manual or the CalPERS Website ([www.calpers.ca.gov](http://www.calpers.ca.gov)) as your resources to answer questions. However, don't hesitate to call the Employer Contact Center at (888) CalPERS (225-7377) if you need additional assistance. Manuals are provided with the intent of making information available to all employees. Manuals should be placed in a central visible location within the work area. Each employee involved with CalPERS responsibilities should be instructed on the use of the manual.

### CONFIDENTIALITY OF MEMBER DATA

For the member's protection, each employee involved with CalPERS reporting should be aware of Government Code section 20230, which states:

"Data filed by any member or beneficiary with the Board is confidential, and no individual record shall be divulged by any official or employee having access to it to any person other than the member to whom the information relates or his authorized representative, the

contracting agency or school district by which he is employed, any state department or agency, or the university. Such information shall be used by the Board for the sole purpose of carrying into effect the provisions of this part. Any information which is requested for retirement purposes by any public agency shall be treated as confidential by such agency."

## GENERAL INFORMATION

### Headquarters Office Location

Board of Administration  
California Public Employees' Retirement  
System  
400 P Street, Room 3340  
Sacramento, CA 95814  
(916) 795-3000

TDD (Speech and Hearing Impaired)  
(916) 795-3240

California Relay Service –  
Telecommunications Device for the Deaf  
(800) 735-2929

### Actuarial and Employer Services Division

**(888) CalPERS (225-7377)**

(916) 795-3005 (Fax)

The Employer Contact Center acts as a  
single point of contact for employers.

#### Areas of Services

- Actuarial services
- Employer education sessions
- Payroll reporting information
- Employer related issues
- Membership related issues
- ACES

### CalPERS Customer Contact Center

(Benefit Services Division; Member  
Services Division and Health Benefit  
Services Division)

**(888) CalPERS (225-7377)**

(916) 795-3487 (Fax)

The Customer Contact Center acts as the  
point of contact to respond to retirement  
benefit phone inquiries from active and  
retired members.

#### Retired Member Information

- Address changes
- Changing beneficiaries
- Community property information
- Cost-of-living adjustments (COLA's)
- Direct deposit of monthly benefit  
payment
- Monthly retirement warrants
- Post-Retirement death notifications

- Replacement of lost or stolen  
checks
- Retirement eligibility and payment
- Survivor and beneficiary information
- Tax withholding changes
- Working after retirement
- Health Plan eligibility and enrollment  
information
- Claims assistance

#### Active Member Information

- Additional service credit purchase
- Annual member statements
- Contribution adjustments
- First-tier and Second-tier benefits
- Membership review
- Pension compensation review
- Pre-Retirement death benefits
- Reciprocity (When You Change  
Retirement Systems)
- Refund information and requests
- Service credit information
- Health Plan eligibility and enrollment  
information
- Service or Disability Retirement  
processing
- Emergency retirements

### REGIONAL OFFICES

(888) CalPERS (225-7377)

#### Area of Services

- Public information counters are  
open 8 a.m. to 5 p.m.
- Walk-in retirement counseling
- Retirement estimates
- Financial planning seminars:
  - Achieving Financial Security –  
for members more than 10  
years from retirement
  - Retirement and Estate Planning  
– for members 10 or fewer  
years from retirement
  - Financial Planning Seminar for  
CalPERS Retirees

## COUNTIES SERVED

REGIONAL OFFICE	COUNTIES SERVED
<b>Sacramento Regional Office</b> 2750 Gateway Oaks Drive, Room 140 Sacramento, CA 95833 (888) CalPERS (225-7377) FAX: (916) 795-7917	Alpine Amador Butte Calaveras Colusa El Dorado Glenn Lassen Modoc Mono Nevada Placer Plumas Sacramento San Joaquin Shasta Sierra Siskiyou Stanislaus Sutter Tehama Trinity Tuolumne Yolo Yuba
<b>San Francisco Regional Office</b> 301 Howard Street, Suite 2020 San Francisco, CA 94105 (888) CalPERS (225-7377) FAX: (415) 369-8501	Alameda Contra Costa Del Norte Humboldt Lake Marin Mendocino Napa San Francisco Solano Sonoma
<b>Glendale Regional Office</b> 655 North Central Avenue, Suite 1400 Glendale, CA 91203 (888) CalPERS (225-7377) FAX (818) 662-4304	Los Angeles San Luis Obispo Santa Barbara Ventura
<b>San Bernardino Regional Office</b> 650 East Hospitality Lane, Suite 330 San Bernardino, CA 92408 (888) CalPERS (225-7377) Fax (909) 806-4820	Inyo Riverside San Bernardino
<b>Fresno Regional Office</b> 10 River Park Place East, Suite 230 Fresno, CA 93720 (888) CalPERS (225-7377) Fax (559) 440-4901	Fresno Kern King Madera Mariposa Merced Monterey San Benito Tulare
<b>San Jose Regional Office</b> 181 Metro Drive, #520 San Jose, CA 95110 (888) CalPERS (225-7377) Fax (408) 451-8001	San Mateo Santa Clara Santa Cruz
<b>Orange Regional Office</b> 500 North State College Blvd., Suite 750 Orange, CA 92868 (888) CalPERS (225-7377) Fax (714) 939-4701	Orange
<b>San Diego Regional Office</b> 7676 Hazard Center Drive, Suite 350 San Diego, CA 92108 (888) CalPERS (225-7377) Fax (619) 220-7201	Imperial San Diego

## DIVISION P.O. BOX AND ZIP CODE INFORMATION

Division / Function	P.O. Box No.	Zip Code
EXECUTIVE & BOARD MEMBERS	942701	94229-2701
OFFICE OF AUDIT SERVICES	942701	94229-2701
OPERATIONS SUPPORT SERVICES DIVISION	972702	94229-2702
FISCAL SERVICES DIVISION	942703	94229-2703
MEMBER SERVICES DIVISION	942704	94229-2704
JUDGES RETIREMENT SYSTEM	942705	94229-2705
INFORMATION TECHNOLOGY SERVICES DIVISION	942706	94229-2706
LEGAL OFFICE	942707	94229-2707
INVESTIGATIONS UNIT	2006	95812-2006
CORPORATE GOVERNANCE	942708	94229-2708
ACTUARIAL & EMPLOYER SERVICES DIVISION	942709	94229-2709
FIELD SERVICES DIVISION	942710	94229-2710
BENEFIT SERVICES DIVISION (RETIREMENT/REFUNDS)	942711	94229-2711
OSSD/SPECIAL PROJECTS (MASS MAILING, SURVEYS, ETC.)	942712	94229-2712
SUPPLEMENTAL SAVINGS PROGRAM	942713	94229-2713
HEALTH BENEFITS SERVICES DIVISION	942714	94229-2714
GENERAL – CalPERS	942715	94229-2715
BENEFIT SERVICES DIVISION (RETIRED MEMBERS)	942716	94229-2716
ESTIMATES (MBSD)	942717	94229-2717
HUMAN RESOURCES DIVISION	942718	94229-2718
LONG TERM CARE	942719	94229-2719
OFFICE OF GOVERNMENTAL AFFAIRS	942720	94229-2720
CHANGE MANAGEMENT OFFICE	942721	94229-2721
TEACHERS MEDICARE SERVICES (CONTRACTS)	720720	94229-0720
BOARD ELECTION – PUBLIC AGENCY	720721	94229-0721
BOARD ELECTION – STATE AGENCY	720722	94229-0722
BOARD ELECTION – SCHOOLS	720723	94229-0723
HEALTH PROGRAM DEVELOPMENT DIVISION	720724	94229-0724
PLANNING & RESEARCH DIVISION	898	95812-0898
DEATH BENEFITS (BNSD)	1652	95812-1652
OFFICE OF PUBLIC AFFAIRS	1802	95812-1802
PAYROLLS (FISCAL SERVICES)	1982	95812-1982
INVESTMENTS OFFICE	2749	95812-2749
DISABILITY UNIT (BNSD)	2796	95812-2796
ENTERPRISE MODELING & MANAGEMENT DIVISION	1855	95812-1855
COMMUNITY PROPERTY UNIT	2056	95812-2056
SELF FUNDED PROGRAMS DIVISION	1953	95812-1953
SERVICE CREDIT PURCHASING/COST	4000	95812-4000